

Exhibit 6

ETHICSPPOINT®

Incident Management

Case

Heather Long

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Case PC-FX-2019-12-34679-Employment Related : Retaliation : EEO

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Opened: 12/04/2019**Days open:** 4**Last modified:** 12/04/2019**Intake method:** Email**Status:** Pending P&C Review**Alert Status:** Red

General Case Info

Case number:

PC-FX-2019-12-34679

Received/Reported date:

12/04/2019

Language:

English

Assigned tier:

FedEx Services P&C

Creator: Cathy Beaver 751478@fedex.com

Issue**Primary issue:**

Employment Related : Retaliation : EEO

Case Details**Reported tier information****Case type:**

Internal EEO

Intake method:

Email

Location**Reporter contact information****Reporter anonymous:**

No

Reporter first name:

Jennifer

Reporter last name:

Harris

Phone number:

713-320-5307

Email address:

jennifer.harris@fedex.com

Case Information**Has this issue/incident been previously reported?**

Yes

Multi Department:

No

What is your relationship to FedEx?

Employee

Your FedEx ID:

670033

Provide a brief description of the general nature of this matter. Please limit to 1 to 2 sentences.:

Please see the details below of my ongoing complaint of retaliation, humiliation, and discrimination treatment by Michelle Lamb. November 30, 2019 concluded FY20Q2 and the evaluation of my LOW and Action Plan. As previously discussed, the LOC and LOW suggest poor performance and failure to address performance deficiencies on my team which is inaccurate. I am held to a different performance standard than my white peers which is unfair. Please see attached the reports used to evaluate my performance and the performance of my peers. In our communication on August 1, 2019 I expressed my extreme concern that the LOC was issued to retaliate against me for filing an EEO for discrimination. There was allegedly an investigation conducted, but the inconsistencies in her performance evaluations continue. There are 2 of my white peers Brian Hickman and Jaime Golden McElroy who have not hit plan in 5 quarters yet haven't been issued any discipline with a LOC or LOW or threats of termination. Quarter to date Jaime has the lowest performing district at 79.5% FY20Q2, which is the same evaluation referenced in my LOC. If 4 quarters were used to issue my LOC the same evaluation and discipline should be used for them. I have attached the most recent attainment history report email sent from Michelle's admin Melisa and other reports that shows the data of me and my peers goal attainment and confirm the performance data. Closed Business Tracking is also another report included and shows year to date my team is third in the region with \$15,759 average daily net revenue. It also highlights my joint calls, team calls, calls on opportunities, pricing and other activity that demonstrate my work ethic and dedication to improve. While I didn't meet all my goals in the Action Plan, I did demonstrate improvement in my teams (Energy District's) performance in the 90 days given and demonstrate higher performance than several of my peers. In addition, I issued Laura Segovia a LOC on August 12, 2019 which is another employee I issued discipline for performance to address issues on my team. These are all examples that contradict the LOC and LOW both issued and continue to demonstrate Michelle Lamb's efforts to retaliate against me for filing an EEO for discrimination and giving preferential treatment to my white peers.

Richard Holly and Brian Conrey can share that they witnessed the inconsistent performance evaluations compared to my peers, lack of coaching, and lack of strategy demonstrated to improve my development. I was singled out and humiliated by being on Michelle's public calendar for calls sessions in which no development was provided. There is no other manager that receives this treatment and demonstrates her attempts to and bully me. As a region we lack coaching and development from Michelle as her coaching sessions consist of micromanaging reports with structure on how to improve and confirmed based on the results of her 2019 Sirota survey.



Where did this incident occur?

N/A

Please provide the specific or approximate date and time this incident occurred:

As previously discussed, September 30, 2018 is another example of how Michelle continues to demonstrate her unfair treatment to me compared to my white peers. I asked Michelle for approval to attend the Pathway program held in Memphis, Tennessee on January 23, 2019 which she approved. However, in early January 2019 as the Pathway program approached, I followed up with Mrs. Lamb to discuss my travel and was declined the opportunity to attend due to budget cuts. She also stated that no other managers in the region would attend. I had already made commitments to Director, Jerry Page and District Sales Manager-Business Inside, Marlon Mitchell, promising that I would attend as the only diverse candidate on the panel. Determined to show my commitment to the Pathway program I offered to use vacation time to attend which I did and covered the cost out of pocket. Despite Mrs. Lamb's claims that other managers would not be permitted to attend the program due to budget cuts, I later discovered that these statements were false. In fact, Rebecca Callahan (white) and Casey Milner (white) were permitted to attend the same program in Dallas, Texas without using vacation time to do so. I was never afforded the opportunity to attend the Dallas program with my white counterparts. Additionally, the vacation time used to attend the Pathway program in Memphis were never returned. Instead, I was forced to using two vacation days to network, coach, train, and participate in joint calls with District Sales Manager, Carmen Vazquez and Account Managers, Mary Cassella and Holly Hayes. Again, I could not help but notice the discrepancy in the opportunities and freedoms that were denied to me as the only Black DSM in her region. It was suggested that I coded the days as vacation, but conveniently overlooked the requirement of Michelle's approval for these hours to be deducted from my balance.

I reference this instance as the response was given "Thereafter, FedEx instituted a substantial cost savings program, and Lamb no longer had the budget to send Charging Party to this event. Thus, Lamb explained to Charging Party that she could not attend this event at FedEx's expense." This is yet another excuse and coverup for Michelle's unfair treatment. On November 19, 2019 I went to the office located at the SmartPost facility in which I domicile with my Account Executive, Emily Hineman to witness an arranged meeting with Travis Tiernan (Employee #912710) and Michelle Lamb. Travis is a Strategic Development Sales Executive from Miramar, FL who was afforded an opportunity paid for by FedEx to visit Houston, TX to network with Michelle on opportunities in the market. He bragged to my Account Executive Emily and admin Miriam Zapata of his visit to Houston. He also had an open discussion in which was overheard that Michelle's admin covered his travel expenses which is humiliating and demonstrates her continued retaliation treatment towards me. Travis has no business needs here in Houston, and there is no reason outside of Michelle recruiting him for a position that isn't yet open to try to convince him to move from South Florida to Houston. Networking could have been done over the phone or should have required him to cover his own travel. This contradicts the company wide budget cut, and lack of budget in Michelle's region to afford travel. The company is not flying people down for interviews, but was able to find the funds to fly him to Houston, TX, yet another example which a white male was afforded an opportunity to attend a business meeting but I was declined the opportunity for FedEx to cover my cost for a proven business event. Travis is a part of a manager trainee program called LeadUP which is for Sales professionals that aspire to get into management. I have included the link below that provides the overview of this program. I have also included screenshots of his out of office message and the details that show his membership to the FY19 LeadUP class.

<http://solutionpoint.solutions.fedex.com/#/Solution/selected/16062>

I intend to comply with all recommendations from prior written warnings, and will continue to perform to the best of my ability; however, I believe equitable treatment is necessary to ensure my optimum performance. As such, I must be held to the same standard as all other similarly situated employees. My success as DSM is contingent not only upon my own dedication to the company, but also FedEx's willingness to provide me with the support, guidance, and respect afforded to similarly situated white DSM's and other sales employees.

Please identify the person(s) you are reporting as involved in this incident:

Michelle Lamb

Is a member of management aware of the incident you are reporting?

Don't Know / Don't Wish To Disclose

Confidential:

No

Region Name:

Jennifer Harris

Region Number:

Michael Clark

Assignments & Access

Investigator: Adrian Webster (Case Manager); Amy Dudek (Case Manager); Betty Johnson (Case Manager); Cathy Beaver (Case Manager); Chassidy Wallace (Case Manager); Heather Long (Case Manager); Kia Muhammad (Case Manager); Kristy Gunn (Case Manager); Linda Taylor (Case Manager); Mac Chonoles (Case Manager); Mary Arnold (Case Manager); Michael Clark

Restricted access: None

Case access list: Adrian Webster; Amy Dudek; Betty Johnson; Cathy Beaver; Chassidy Wallace; Chelsea Conn; Edward Efkan; Georgetta Purdy; Heather Long; Keith Thomas; Kia Muhammad; Kristy Gunn; Linda Taylor; Lisa Lewis; Lynette McNeil; Mac Chonoles; Mark Allen; Mary Arnold; Melissa Paul; Michael Clark; Nicholas Margello; Rob King

Participants

Name	Job Title	Relationship	Role	Results
Jennifer Harris	None	None	Complainant	None
Michelle Lamb	Director Sales	Employee	Implicated Person	None
David Russell	Vice President Sales	Employee	Other	None



Daniel Mullally	Sr. Vice President S.	Employee	Other	None
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Agencies

None

Attachments

Add Attachments | Add Link

Files

	File	Category	Date	Description
Edit	Copy of FY20 LHR All Inclusive 11-25-19.xlsx	Supporting Documentation	12/04/2019 09:29:00 AM	
Edit	LHR Attainment History.msg	Supporting Documentation	12/04/2019 09:29:00 AM	
Edit	Travis Tiernan Out Of Office Message.pdf	Supporting Documentation	12/04/2019 09:30:00 AM	
Edit	Copy of FY20 LHR CBT last update 12-02-19.xlsx	Supporting Documentation	12/04/2019 09:30:00 AM	
Edit	Copy of FY20 Joint Calls 12-2-19.xlsx	Supporting Documentation	12/04/2019 09:30:00 AM	
Edit	Copy of Pricing 12-02-19.xlsx	Supporting Documentation	12/04/2019 09:30:00 AM	

Synopsis

Outcome of case

Additional details

FedEx OpCo:

FedEx Services

Functional Group:

Sales - Field

HR Manager:

Mac Chonoles

BC Advisor:

Kristie Castilow

Attorney:

Kristy Gunn

Corrective/Remedial Action(s) Pending:

No

Paralegal:

Becky Long

EEO Case Created from Explore:

No

Manager approval obtained:

No

Key Dates

Date P&C Requested:

12/04/2019

Basis of Discrimination

Harassment:

No



Age:

No

Color:

No

Sex/Gender/Pregnancy:

No

Disability:

No

Deaf and/or Hard of Hearing:

No

Religion/Creed:

No

Ethnicity:

No

FMLA / Military Leave:

No

FMLA / Medical Leave of Absence:

No

National Origin:

No

Pay/Pay Transparency:

No

Race:

No

Retaliation:

No

Gender Expression/Identity:

No

Genetic Information:

No

Marital / Family Status:

No

Military Active / Veteran Status:

No

Sexual Harassment:

No

Sexual Orientation:

No

Tasks

P&C Review						
Assigned To	Status	Priority	Duration	Due Date	Start Date	Completed Date
[multiple]	Not Started	none	none	12/06/2019	12/04/2019	

Case Notes

None

Related Cases

Cases Marked as Related to This Case**Case # Tier Investigator(s)**

PC-FX-2019-3-25986 FedEx Services Heather Long; Mac Chonoles; Amy Dudek; Michael Clark; Kia Muhammad; Cathy Beaver; Rachel Sisco; Kri
P&C Gunn; Linda Taylor; Raven Mattison; Adrian Webster

PC-FX- FedEx Services Heather Long; Mac Chonoles; Mary Arnold; Amy Dudek; Michael Clark; Kia Muhammad; Cathy Beaver; Rachel
FXE 355 Rem

2019-3-26268	P&C	Sisco; Kristy G	Linda Taylor; Raven Mattison; Adrian Webster	ove
PC-FX-2019-6-29490	FedEx Services P&C	Heather Long; Mac Chonoles; Amy Dudek; Michael Clark; Kia Muhammad; Cathy Beaver; Kristy Gunn; Linda Taylor; Raven Mattison; Adrian Webster		Rem ove
PC-FX-2019-8-30908	FedEx Services P&C	Heather Long; Mac Chonoles; Amy Dudek; Michael Clark; Kia Muhammad; Cathy Beaver; Kristy Gunn; Linda Taylor; Raven Mattison; Adrian Webster		Rem ove
FX-2019-9-32248	FedEx Services EXPLORE	Mac Chonoles; Mary Arnold; Michael Clark; Cathy Beaver; Raven Mattison; Adrian Webster		Rem ove

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Info Contributors

None

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